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21 April 1959

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1. Mr. Baird advised of his discussions with [REDACTED] and [REDACTED] of the Inspector General's office concerning the bad feeling of the operating divisions, particularly WE, concerning the Language Development Program. Mr. Baird asked that Mr. [REDACTED] look into the complaints levied against LAS and procedures used by LAS and the Registrar.

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2. Some of the complaints were that it is difficult to get language training; that OTR decides who will take language training; that C/LAS is cavalier in his attitude; that the Registrar appears uncooperative; and that the aptitude test bars people who are otherwise qualified operationally for a particular task. Mr. Baird wanted us to find out the specific objections of the consumers and suggested discussions with [REDACTED] and [REDACTED] of the DD/S office might also have some comments. One question that should be addressed to [REDACTED] is if DD/I is in any way setting up an after-hours language program of their own.

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3. In talking to [REDACTED], we should get names and incidents and specific attitudes of the Registrar and LAS. It might be well to focus on the Training Officer of WE, for both [REDACTED] and [REDACTED] say the man is totally ineffectual. Does he have the ax out for OTR? One objection which Mr. Baird brought up was that someone complained of [REDACTED] being late to class, but explained that due to the physical location of the buildings, [REDACTED] had to leave one class in the I, J, K, L complex and be at a class in Quarters Eye within ten minutes. It was physically impossible.

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Document No. 001
 NO CHANGE in Class. ☐
☐ DECLASSIFIED
 Class. CHANGED BY: TS S (C)
 DDA Memo, 4 Apr 77
 Auth: DDA REG. 77/1783
 Date: 5 Jun 78 By: 022

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Discussion with [REDACTED], 20 April

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[REDACTED] advised that he and [REDACTED] had been surveying DD/P, talking with every Division Chief and many branch chiefs. He was aghast to find that there was still a vast chasm between support and operations. Both men are now discussing problems on the lower level after having talked with all the chiefs. He asked that the information given to me was to correct an apparent misunderstanding and that in his report he would state that such difficulties had been corrected if I could have discussions with the various operational people, resolve the problems, or have a meeting of the minds on why problems exist.

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WE stated that they had a JOT that had been scheduled for [REDACTED] one year in advance and they wanted the individual to take the language at night. The language/panel took one month to discover that there were no night classes. WE then found a contract agent who would teach the JOT after hours, but OTR disapproved because voluntary language cannot be paid for by this contract agent. (Check this. This does not seem correct.) In any event, three months have passed and no action has been taken.

In October 1958 WE levied a request for training in Icelandic. Icelandic is not given by OTR and it took until February for approval of external training.

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[REDACTED] requested language training in September 1958 and was not approved until February 1959.

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██████████ same as above - approval requested in October; not approved until February.

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██████████ took from December to February.

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Everyone in the DD/P seems to feel there is good relationship with OTR except with LAS. Overseas assignments of operational people can only be planned six months in advance, sometimes a year at most, and with ██████████, time for formal requests is not available, and the Division has found that they hand-carry a document through DD/P for authoritative approval and get it to OTR within a day or two, and then it takes two or three weeks to get the answer from Training. The Division feels this is intolerable.

Some in DD/P feel that OTR instructors and particularly LAS people are not attuned to the facts of life, that is, the operating facts, and therefore do not gear their instruction to that end. (This is an old chestnut and I do not think it is applicable in language training. Soon requests might be received to have the janitor take operational courses so that he can understand operations when he pushes his broom.) The Divisions do not like the aptitude test, forms necessary, and the delays resulting.

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██████████ said his own situation was not particularly good. He could not take the aptitude test that was scheduled prior to his German class because he had to attend a meeting with DD/S. Because he did not take it, his training was held up until the next trimester, which was approximately four months later.

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A lot of people feel that [REDACTED] is a bottleneck and that he reacts negatively.

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Case Officers many times go to [REDACTED] and in one hour work out the problem at hand. The written request then comes in to [REDACTED] who says no and the program is held up for four months. Then [REDACTED] agrees to the same solution that was worked out by [REDACTED] originally. An example: [REDACTED] would say that OTR could not work out the particular problem but suggested that the individual be approved for external training at the Berlitz School. [REDACTED] would say no, but eventually OK the program. The Division feels that [REDACTED] has no sympathy with the Berlitz Schools, feeling that they are not up to the competency that he, [REDACTED] demands.

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The Divisions cannot afford the time now taken up in administrative detail, getting the man started in his internal training or getting approval for external training.

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[REDACTED] suggested that it might be desirable to talk to various administrative officers and have the Division identify some people for directed training in Chinese and Japanese. He was of the opinion that it takes two to three years to do this and that the time to start is now.

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Matt says [REDACTED] seems to be particularly irked at Training operations. Talk with him.

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